

# SANE Services Volunteer

## Role Description and Person Specification



### Role Description

**Title:** SANE Services Volunteer

**Supported by:** SANE Co-ordinators/Supervisors/Volunteer Welfare Officer

**Main purpose:** To provide empathic and supportive response to SANE service users.  
To explore options for action and/or sources of relevant support.  
To record details of contact on appropriate database.

#### 1. Relating to service users - skills required

- Ability to 'listen' to all those who contact us - e-mail, helpline and Support Forum users
- Ability to identify and respond to explicit and implicit content, ie factual and emotional
- Ability to respond to service users with warmth, understanding, respect and empathy
- Ability to explore realistic options and constructive steps with service users
- Ability to respond to service users without making assumptions or being directive
- Ability to focus, summarise and/or explore issues, depending on needs of service user
- Ability to understand and apply appropriate boundaries to interaction with service users
- Ability to communicate clearly and fluently in English (**both written and verbal**)
- Ability to provide relevant information to service users based on needs identified

#### 2. Assessment and development of practice – skills required

- Ability to use the support of SANE staff as appropriate
- Ability to receive and utilise feedback from staff, service users and peers
- Ability to assess one's own practice and personal development
- Ability to communicate with the Volunteer Welfare Officer or other appropriate staff about changes to rota in a timely and flexible way and/or to discuss changes in circumstances that may affect practice or attendance at shifts

#### 3. Use of databases – skills required

- Ability to use the SANE Information Database confidently
- Ability to record contact with service users on the relevant database/s

#### 4. Knowledge and understanding

- A basic working knowledge and understanding of the mental health system and the roles and functions of different organisations and professionals
- A basic working knowledge and understanding of mental illnesses and treatment options
- A basic working knowledge of routinely used mental health legislation
- A clear understanding of confidentiality and all SANE's policies and procedures

# SANE Services Volunteer Role Description and Person Specification



## Person Specification

### 1. Self awareness

- Awareness of, and honesty about, your own emotions and thoughts
- Openness to feedback (from staff, service users and colleagues)
- Willingness to learn (from service users, staff and colleagues)
- Ability to be aware of, and attend to, your own needs
- A desire, and ability, to further your own personal development

### 2. Relating to others

- Ability to 'listen' (to *both written and verbal* presentation)
- Ability to accept and respect another's perspective and experience
- Ability to convey warmth and empathy *both verbally and in writing*
- Ability to convey acceptance and understanding *both verbally and in writing*
- Ability to understand and empathise with the impact of mental illness
- Ability to understand and maintain appropriate boundaries

### 3. Practical skills and abilities

- Emotional and literal fluency in *both written and spoken* English
- Ability to give clear and relevant information
- Capacity to work within established policies and procedures, including confidentiality and equal opportunities
- Reliability, punctuality, flexibility

### 4. Commitment and ongoing development

- Willingness and ability to commit to *one year* of volunteering (*after* training and probation)
- Willingness and ability to participate in ongoing training to fully develop and understand the processes and skills involved in the role
- Willingness and ability to remain open to feedback, learning and development. ***(It never ends!)***